

Missing Rates



Updated: 2/10/2015

Provider Rates – Who Maintains Rates?



Voucher Only Providers

- Your CCRR manages your published private rates as well as your voucher rates
- Contact the CCRR to make the correction

Contract Providers (with and without Vouchers)

- EEC manages the contract rates, contact EEC if a contract rate is missing
- Contract Provider Administrators manage the published private rates for the provider, contact your administrator to change published private rates
- Voucher rates for contracts should default to the contract rate,
 CCRRs can also manage rates for any voucher placements

CCRRs

- Maintain published private rates for all voucher only providers
- Maintains voucher rates

Provider Rates – Problems to look for



What kind of rate does the message say is missing?

Notification Title Date		Detail
01/25/2016	Missing Billing Rates	Ledger generation failed for organization Billing rates for Archive one or more placements is/are missing in the following program types: Family Child Care 2 yrs and Over starting December 2015, Family Child Care Under 2 yrs starting December 2015.

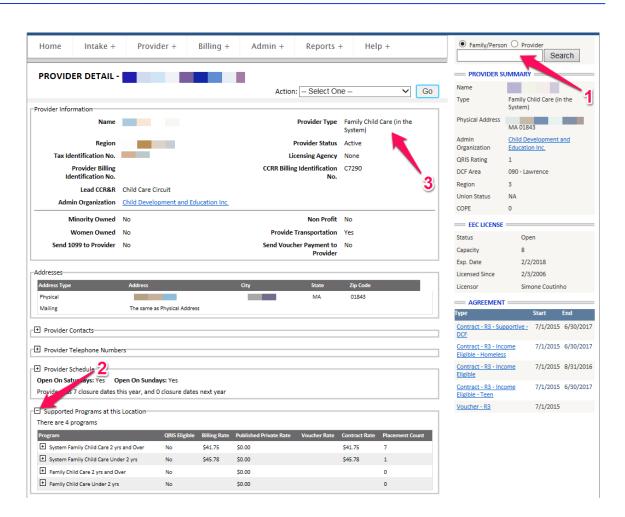
Does the type of rate match your provider/placement type?

- See next page
- If the provider type is in error, create a Help Desk Ticket for the issue
- Make sure to provide: OID and Provider name and a description of the issue: Notification of Missing Rates, but rates type listed is incorrect for provider type
- Note that Intermittent Placements require the Full Time Rates to be populated for billing on school closure days
- School Age Before and After School Placements require before school and after school rates for correct billing of partial attendance
- If the rate type is correct for your provider/placement, then use the following page to determine whom to contact
- If the rate type is not correct for your provider/placement, complete a Help Desk Ticket

Provider Rates



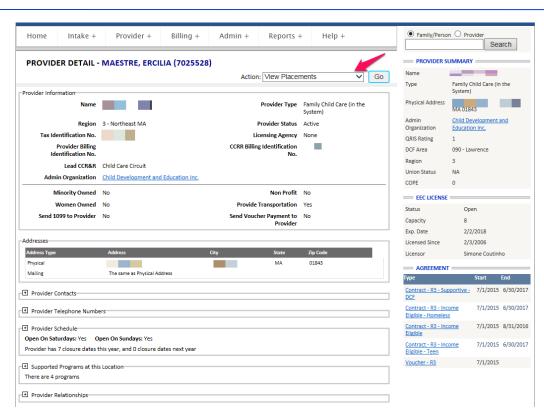
- Enter the OID from the Notification in the Search criteria.
 See #1
- Select the + in Supported Programs at this Location. See # 2
- Note the Provider Type in Provider Information
- Is the provider type in error- yes in example. Or, should the listed rates be populated?

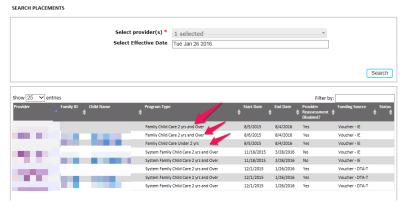


Provider Rates

eec

- Go to View
 Placements in the Action Menu
- Note the Program
 Type. There is a
 Placement with the
 Program Type of
 Family Child Care 2
 and Over
- The Placements need to be changed to the proper program type
- If Attendance or Billing has been submitted, the Placements should be Voided





Voiding Placements



- Go to the family
- Select the Placement on the right side
- Select Void or Void and Copy in the Action menu
- Create new Placements
 - NOTE: Contract placements should be voided and replaced on the same day. Recall that CCFA performs slot management nightly. If you leave a placement empty, CCFA may reassign the slot
- Enter Attendance for the new placements
- Save and Review Attendance
- Generate Ledgers